



**State of Illinois
Illinois Commerce Commission
Code Part 737.130
LEC Electing Providers Quarterly Filing**

**Frontier North Inc.
for quarter ending March 31, 2016**

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(A)

| Credits due to out-of service conditions lasting more than 30 hours | January | February | March | Totals |
|--|-------------|------------|------------|-------------|
| A. Total dollar amount of all customer credits paid: | \$35,753.11 | \$4,843.76 | \$5,186.19 | \$45,783.06 |
| B. Number of credits issued for repairs - 30-48 hours: | 80 | 78 | 102 | 260 |
| C. Number of credits issued for repairs - 49-72 hours: | 118 | 88 | 123 | 329 |
| D. Number of credits issued for repairs - 73-96 hours: | 103 | 60 | 66 | 229 |
| E. Number of credits issued for repairs - 97-120 hours: | 99 | 46 | 64 | 209 |
| F. Number of credits issued for repairs greater than 120 hours: | 495 | 64 | 64 | 623 |
| G. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D): | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(B)

| Failure to Install Basic Local Exchange Service | January | February | March | Totals |
|--|------------|----------|----------|------------|
| A. Total dollar amount of all customer credits paid: | \$1,561.00 | \$20.00 | \$168.99 | \$1,749.99 |
| B. Number of installations after 5 business days: | 3 | 0 | 1 | 4 |
| C. Number of installations after 10 business days: | 0 | 1 | 1 | 2 |
| D. Number of installations after 11 business days: | 14 | 0 | 0 | 14 |
| E. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D): | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(C)

| Missed Appointments | January | February | March | Totals |
|--|------------|----------|----------|------------|
| A. Total dollar amount of all customer credits paid: | \$3,854.59 | \$250.00 | \$125.00 | \$4,229.59 |
| B. Number of customers receiving credits: | 138 | 10 | 2 | 150 |
| C. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D): | 5 | 5 | 6 | 16 |